

## **CHIEF OF COMMUNICATIONS**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a highly responsible managerial and administrative position in the Police Communications Division of the police department, the primary duties of which include the management of the dispatching activities of the police department, the daily operations of the division, and the management of staffing. The Chief of Communications directs the work of subordinates to ensure that dispatching operations are performed in accordance with established departmental procedures. The incumbent of this class also performs administrative duties related to budget preparation, purchasing, and the research and planning for the division. The employee of this class receives only general instructions and performs independently in most areas. The Chief of Communications reports to and has work reviewed by the Deputy Chief of Police.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Directs, plans, assigns and organizes all operations of the Police Communications Division with respect to activities, programs, personnel, and equipment. Supervises subordinates who observe operations of the division in order to evaluate effectiveness and take appropriate action to correct problem areas. Recommends and implements management policies, goals, and objectives for the division. Holds meetings with subordinate supervisors in order to receive reports, disseminate information, including changes in FCC regulations, laws, technical developments, new departmental policies and related matters. Delegates authority for the more effective operation of the communications division. Keeps informed of local trends that may affect the police service when attending all required meetings. Performs any tasks which are required to comply with FCC regulations.

Oversees the supervision of subordinate communications personnel in the operation of the communication system, including CAD, to ensure that proper procedures are being followed. Reviews the assignment of work schedules, duty areas and approval of leave to ensure that all shifts are properly manned with qualified subordinates. Inspects appearance of personnel and equipment. Completes a daily personnel report to superiors as directed. Evaluates work performance of division personnel and writes employee evaluation reports. Counsels employees who are experiencing work problems.

Resolves employee complaints and grievances. Maintains discipline by recommending disciplinary action to superiors and administering discipline as directed.

Directs the training of subordinate communications personnel in dispatch procedures, ensuring that all employees receive necessary training. Oversees those who provide on-the-job training to subordinates, as well as the preparation of material used in training. Provides for new technical assistance to employees by answering questions and providing back-up support. Participates in training provided by the department on communications and related areas. Attends conferences, conventions and other education meetings related to the work of the communications division.

Oversees the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Keeps records and writes reports concerning division operations. Reviews and approves all new forms or issues revisions to old ones in order to improve accuracy and efficiency of documentation. Provides for and ensures that accurate division records are maintained. Retrieves information from records for any persons authorized to request such information. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Compiles and analyzes data needed for reports. Personally completes forms and records required.

Handles budget preparation and submits an operating budget for the division. Provides for the accounting of monies and assets of the Communication Division. Prepares expenditure and revenue estimates and specifications for the purchase of communications equipment. Authorizes expenditure of funds for the division, making sure that such expenditures are in accordance with the budget. Reviews and signs purchase requisitions, vouchers for payment, or related financial records. Approves the purchase, disbursement, and storage of all needed supplies and equipment for the division.

Manages the general care, maintenance, and use of departmental communications equipment by directing inspections of equipment, property, or operating systems. Implements testing of police equipment, such as radios, telephones, teletype, paging devices and public address or recording systems to ensure proper readiness of service. Issues orders for repairs of division equipment as necessary.

Coordinates special projects related to public relations or to the image of the police department. Handles complaints from the public concerning problems in the dispatching division. Answers questions on department procedure when requested or refers questioner to designated authority.

Performs any related duties as assigned.

**QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must possess a valid driver's license.

Must have at least eight (8) years full time dispatching experience in a communications division of a law enforcement agency.